



GEORGIA DEPARTMENT OF AGRICULTURE

JOB ANNOUNCEMENT

Gary W. Black, Commissioner

- Leave Benefits
- Insurance
- Paid Holidays
- Retirement

JOB TITLE:	SS: Customer Service Spec (EL)
POSITION NUMBER:	00052889
LOCATION:	ADMINISTRATION/LICENSING & CSC ADMINISTRATION
POSTING DATE:	SEPTEMBER 24, 2014
APPLICATION DEADLINE:	OPEN UNTIL FILLED
WHO MAY APPLY:	ALL QUALIFIED APPLICANTS
PAY GRADE:	10
ENTRY SALARY:	\$2,020.83/MONTH

DESCRIPTION OF DUTIES:

- Logs into the Hunt Group, answers inbound phone calls from GDA licensing and Farm Tax Exemption Customers and makes outbound calls to ensure completion of the licensing process. All calls will be handled in a courteous and professional manner.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Exports/uploads secure and variable documents from the GDA licensing lockbox and Gate lockbox daily and reads and reconciles the Gate Exception Report daily.
- Reviews data information listed on cards, prints and mails Farm Tax Exception Cards and processes Gate applications.
- Scans secure and verifiable documents that are received via email, mail and inner office, verifies all secure and verifiable documents that are scanned to the Gate Access Database, and KSams application.
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- Process over the phone, face to face and mailed payments for existing/new GDA licensing and Farm Tax Exemption customers. Shreds all written credit card information and checks after an authorization code is provided for the transaction.
- Responds to Farm Tax Exemption, GDA Licensing emails and handles special projects assigned by the Supervisor. Timeframes for handling special projects could vary; all emails should be replied back within one hour upon receiving.

MINIMUM QUALIFICATIONS: High School Diploma or GED AND Six months of experience handling customer's questions, complaints and/or providing information.

PREFERRED QUALIFICATIONS: *Preference will be given to applicants, who, in addition to meeting the Minimum Qualifications, possess knowledge, skills and abilities in the following areas:* Verbal Communication, Phone Skills, Listening, Data Entry Skills, People Skills, Informing, Customer Focus, Customer Service, Attention to Detail, Professionalism, Multi-tasking

HOW TO APPLY: (We accept applications and/or resumes by either transmission listed below.)

- Mail a completed State of Georgia application and/or resume to Georgia Department of Agriculture, Personnel Office, Room 300, Agriculture Building, 19 Martin Luther King, Jr. Drive, S.W., Atlanta, Georgia 30334;
- Fax a completed State of Georgia application and/or resume to (404) 463-8196;
- E-mail a completed State of Georgia application and/or resume to GDAPersonel@agr.georgia.gov.

PLEASE REFERENCE THE JOB TITLE AND POSITION NUMBER WHEN APPLYING. ALL QUALIFIED APPLICANTS WILL BE CONSIDERED, BUT MAY NOT NECESSARILY RECEIVE AN INTERVIEW. NO NOTIFICATION WILL BE SENT TO APPLICANTS EXCEPT THOSE WHO ARE SELECTED FOR INTERVIEWS.

**AN EQUAL OPPORTUNITY EMPLOYER
IF YOU NEED AN ACCOMMODATION FOR AN INTERVIEW,
PLEASE CONTACT THE PERSONNEL OFFICE AT (404) 656-3615.**